

Rittal – The System.

Faster – better – everywhere.

► Rittal Service



ENCLOSURES

POWER DISTRIBUTION

CLIMATE CONTROL

IT INFRASTRUCTURE

SOFTWARE & SERVICES



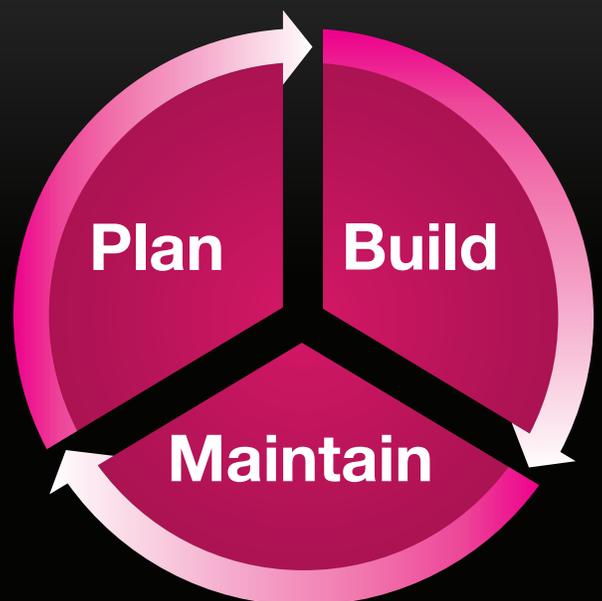
FRIEDHELM LOH GROUP

Get to Know Rittal Service

Tailored solutions for individual applications – all from one partner.

This is how “Rittal – The System” supports your operations and your business. From the planning phase to building and integration and into your business operations, Rittal is there every step, every day.

With a total of 68 subsidiaries, more than 250 service partners and over 1,000 service technicians worldwide, we guarantee regional proximity and fast response times. Plus, our individual maintenance contracts ensure predictable costs when service is needed. An international presence along with regional proximity, ultimate service quality paired with a transparent budget – this is Rittal Service.



Rittal Service

Preserve the value of your investments.

Plan

Auditing
Design
Consulting

Build

Installation
Commissioning
Training

Maintain

Repair
Spares
Service agreements

Comprehensive service.

Rittal Service offers you a comprehensive range of customer services from installation to individual user training. We can work with you to keep your equipment, and your business, running at full speed!

On-site repairs:

- Fast expert assistance

Installation and commissioning:

- Installation/assembly and commissioning of individual devices or complete systems

Maintenance:

- Preventive maintenance to safeguard the value of your equipment

Inspections:

- Measures to determine and evaluate the present condition

Training:

- User training on-site or at the Rittal training center

Modernization:

- Replacement of wearing parts or old products/devices

Benefits include:

- A single partner for all your needs
- Expert knowledge of your equipment and systems
- Fast and reliable service
- Cost-effective and flexible planning

Rittal offers service on industrial and IT infrastructure products including:

- Complete enclosure systems and accessories
- Climate control
- LCP (Liquid Cooling Package)
- Data center solutions
- CMC III (Computer Multi Control)

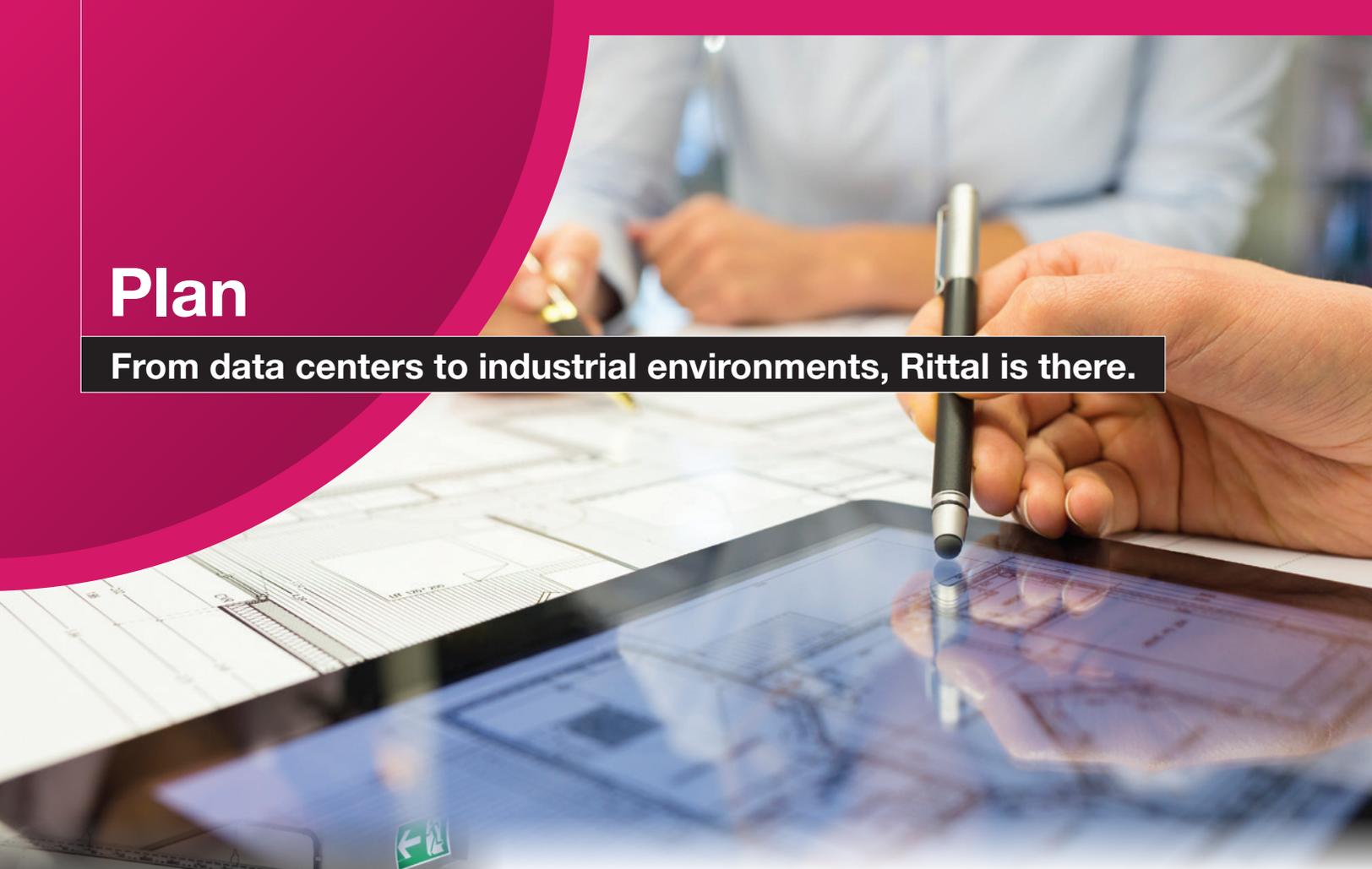


800-399-0748

www.rittal.ca/service

Plan

From data centers to industrial environments, Rittal is there.



Plan

For data center solutions...

From Edge micro data center installations to large colocation facilities with thousands of racks, Rittal products are scalable to fit the infrastructure needs of data managers and customers. Our global team of engineers, sales and training staff can partner with you to create ship-loadable solutions that can be installed in uncontrolled environments or hyperscale data centers. We can help you manage power efficiency, cooling solutions, security and data support. Rittal reinforces your goal of full performance with attentive service.



Plan

For industrial applications...

Every industrial environment offers a unique set of challenges, from fluctuating temperatures to caustic chemicals, particulates and even high power loads. Rittal has seen it all, in every industry, around the globe. Rittal industrial solutions follow a systematic plan, beginning with analysis of your current processes and procedures. Then, potential cost and time savings are reviewed to evaluate data consistency and technology efficiency. This assures our customers that their design will meet industrial challenges now, and in the future.



800-399-0748

www.rittal.ca/service

Build

Custom from Standard.

From our Floor to your Door

Rittal and our Modification Partners can deliver high-quality enclosure modifications quickly & efficiently, increasing your profitability.

Let us modify your enclosures before you even receive them! You can go straight to the enclosure assembly process and leverage the added time to add new jobs into your workflow.

With thousands of standard parts available for virtually every application, Rittal can ship your enclosures fast with the cut-outs and drilled holes completed!

www.rittal.ca/mod



Maintain

Rittal service delivers uptime.

Rittal's value begins with the quality of our products, but even the best products need to be maintained to ensure proper operation and long life. Rittal's maintenance services allow you to get expert support straight from the manufacturer. Our highly qualified technicians are prepared with the right tools and the right parts to quickly repair a problem or just keep your equipment up and running. Efficient work means less time out of service and less cost to you in the long run.

Repair

Spares

Service agreements

Preventative maintenance does maximize the life of your Rittal system, but when a repair is needed, Rittal provides added value with worldwide availability of individual parts. Our professional spare parts management and service contract options can be matched to your requirements. Parts are available in a timely manner, anytime, anywhere. Worldwide deliveries via our international spare parts logistics and multiple stocking locations, together with the local stocks held by our subsidiaries, guarantee fast and reliable availability.



800-399-0748

www.rittal.ca/service





Maintain

Spare parts—anytime, any place.

Added value through worldwide availability of individual parts.

Rittal guarantees worldwide availability of spare parts and service contracts aligned with your requirements. Choose from a variety of spare parts options, including:

- **Customer-specific spare parts.**

Customer-specific spare parts are components that can be individually defined and held in stock for those customers with an individual service contract.

- **Standard spare parts.**

Standard spare parts are components that we use on a daily basis for our own series production.

Your benefits:

- Stock of customer-specific components can be maintained for individual service contracts
- Multiple stocking locations ensure fast and reliable spare parts availability
- Approved, original spare parts direct from Rittal





Maintain

Service customized to your needs.

Rittal service plans are as flexible and individual as your requirements, offering tailored service agreements that guarantee all the benefits of lifecycle management for long-term security. You can select from four packaged service plans or customize one to fit your needs.

Our plans provide more security for your Rittal products. As you preserve the value of your equipment, you can also receive a guaranteed response time for a technician on-site. Spare parts are stocked, and costs are fixed and established. Extended warranties are also available.

Service Contracts	Call Centre Availability	On-Site Response	Availability of critical spare parts	Preventative Maintenance	Extended Warranty
Basic	24 hours 365 days a year	Next working day	Rittal Stock Location	1 per year	–
Comfort	24 hours 365 days a year	6 business hours	Customer on-site location	2 per year	Available
Advanced	24 hours 365 days a year	6 hours	Customer on-site location	2 per year	Available
Full	24 hours 365 days a year	90-180 mins	Customer on-site location	Based on Customer Requirements	Available



800-399-0748 or www.rittal.ca/service

Warranty

Extensions maximize profitability.

Rittal products are always a good choice. From harsh industrial environments to pristine data centers, they already demonstrate their high quality and reliability in daily operation. Regular preventive maintenance contributes to a longer product service life and thus further increases the profitability of your equipment.



Standard Product Warranties

Air Conditioners	24-months from date of manufacturing. With warranty registration, the warranty is extended by 6-months from the date of manufacture from Rittal
Chillers	24-months from date of manufacturing. With warranty registration, the warranty is extended by 6-months from the date of manufacture from Rittal
LCP	18-months from date of manufacturing or 12-months from date of startup; whichever is longer
All Other Climate Control Products	12-months from the date of shipment from Rittal's place of business
Extended Warranties	Warranty extension not covered by Warranty Registration is available through a service contract. Extended Warranties can be included through applicable maintenance contracts with the addition of up to 3 years over manufacturer warranty.



Contact Us

We're available to serve.

800-399-0748

This is your direct line to our service department. Whenever, wherever and however you need us, we are available to offer you assistance! Simply give us a call, send an email (service@rittal.ca) or visit our website (www.rittal.ca/service) to get in touch. Fast, simple and reliable.



Rittal – The System.

Faster – better – everywhere.

Rittal, trusted worldwide for the quality of our products, has set a new standard for service. We can help you Plan, Build, and Maintain your Rittal solution. Rittal Service is dedicated to maintaining your satisfaction with our products today, and for all your installations in the future.

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marketing@rittal.ca

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